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December 16, 2008

[Matter No. 190250-1720]

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In Re Application of:

Jane Parker

/0/735407 T.W.

Serial No.: ~~11/057,746~~

Filed: **December 12, 2003**

Group Art Unit: **2871**

Examiner: **Parker, Brandi P.**

Docket No. **190250-1720**

For: **Vacation Request Processing System Incorporating Call Volume Data**

Number of Pages (Including This Cover Sheet): - 3 - Page(s)

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INTELLECTUAL PROPERTY LAWYERS

Atlanta, Georgia   "   Huntsville, Alabama

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:
  Jane Parker   Group Art Unit:
Serial No.:   **4137**
  10/735,407
Filed: Examiner:
  December 12, 2003   **Parker, Brandi P.**
For:
Vacation Request Processing System   Docket No.:
Incorporating Call Volume Data   **190250-1720**

AGENDA FOR 12-16-08 INTERVIEW

1) Claims 5, 15, and 26

    a) *Ex.* claim 5 recites "wherein the first workload statistic is derived from telephone call data stored in a database of a POTS switch"

    b) OA, p. 6 alleges *Leamon*, col. 1, ll.48-51, col. 3, ll. 12-18, and col. 19, ll. 26-34 teaches "wherein the first workload statistic is derived from *telephone call data stored in a database of a communications switch* that routes incoming calls or place the calls in a queue."

    c) However, those sections of *Leamon* only describe a *simulated* call center (see col. 18, l. 50 – col. 19, l. 65) and any "workload statistic" described therein is not derived from "telephone call data stored in a database of a communications switch" because the calls are simulated and not actually stored in a database

    d) OA, p. 6 alleged "Examiner notes that it would have been obvious to ... *substitute a communication switch with a queuing system for a POTS switch* because the call center operators' telephone lines can be connected to speed the call transfer process."

        i) However, claim 5 includes a POTS switch. Is the Examiner alleging that *Leamon* teaches away from claim 5? How does eliminating the queuing system speed the call transfer process?

    e) <u>Proposed Amendment</u>: Amend respective base claims to include features of claims 5, 15, or 26

2) Claims 10, 20 and 31

    a) *Ex.* claim 10 recites "wherein granting the vacation request comprises transmitting an email to the first employee"

    b) *Leamon* in view of *Green* does not describe the feature above because *Leamon*, col. 4, ll. 22-28 actually describes contact center for handling company-customer contact and not employer-employee contact. In other words, the contact center is for handling customer contact and not that of employees.

    c) For at least the same reasons, claims 20 and 31 also not shown or suggested

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d) <u>Proposed Amendment</u>: Amend respective base claims to include features of claims 10, 20 or 31